KPMG Consulting – Verizon Responses regarding New Jersey Exception Report #6

Exception #:	6
Component:	**The testing of Verizon New Jersey (Verizon-NJ) switch translations by KPMG Consulting has resulted in a 28.6% failure rate.**
Domain:	POP
Date Uncovered by KPMG:	11/9/00
Date VERIZON Received:	11/9/00
Date of initial VERIZON Response:	12/1/00
KPMG Summary Statement	**Verizon is not meeting required standards, resulting in damage to the CLEC-customer relationship due to unmet customer expectations. CLEC's cannot expect to satisfy and maintain customers when resale and UNE-P orders have a 28.6% failure rate, which greatly exceeds the performance standard of no more than a 5% failure rate.**

KPMG Consulting Response:

<u>KPMG Consulting's 3/22/01 Reply to Verizon's 12/01/00 Response</u>

As a result of the remedial action taken, including additional training and an emphasis on accuracy, stated by Verizon-NJ's response, KPMG Consulting is closing this exception.

To support this closure , KPMG Consulting collected additional data and examined the accuracy of switch translations and the provisioning of features. KPMG Consulting investigated 121 lines, including 24 UNEP lines and 97 Resale lines, requiring switch translations. Of these lines, 4 failed the test resulting in a 3.3% failure rate. The recalculation of this failure rate concludes Verizon-NJ has met the performance standard of less than a 5% error rate.

Based on this analysis and the recalculation of the failure rate associated with the analysis, KPMG Consulting is closing this exception for testing purposes.

KPMG Consulting Response:

<u>KPMG Consulting's 12/13/00 Reply to Verizon's 12/01/00 Response</u>

Based on the Verizon response of 12/01/00 KPMG investigated the seventeen items disputed. The KPMG investigation found:

Items I – 8.
KPMG identified 101 Switch Translations that were UNE-P. Of the 101 Switch Translations 82 have ASPORIG which is a custom routing code

under the SRPAN USOC. This usually indicates an AIN arrangement. They also have active trigger 43 codes for off hook delay. The 82 lines were not ordered with this AIN arrangement but it has been provisioned by Verizon. The remaining 19 UNE-P lines do not have this AIN arrangement, and not all 19 were reported with it missing since they had other problems. KPMG contends that both sets of lines cannot be correct.

Items 9 – 10.
KPMG agrees.

Items 11 – 15.
The lines in question have been provisioned with suspend service originating which is one-way only. The lines were ordered with suspend service two-way. According to LSOG 4.4 suspend service one-way is only available in NY, DE, and PA.

Item 16.
The LSR was placed on 9/20/00 and a completion notification was received on 9/21/00. The Switch Translations received from Verizon have a date of 10/25/00 and indicate a working line with multiple features.

Item 17.
The LSR was placed on 9/26/00 and a completion notification was received on 10/03/00. The Switch Translations received from Verizon have a date of 10/25/00 and indicate a working line with multiple features.

VERIZON Response:

12/01/00 Response to Exception

Verizon reviewed the 50 circuits, and concluded the following:
The seventeen circuits listed below were provisioned as requested on the LSR, and should not be included in this exception:

1. 002011NN0X000006, 6096715175- the line was provisioned as UNE-P, as requested
2. 002011NN0X000006, 6096715186- the line was provisioned as UNE-P, as requested
3. 002011NN0X000006, 6096715195- the line was provisioned as UNE-P, as requested
4. 002011NN0X000006, 6096715196- the line was provisioned as UNE-P, as requested
5. 010071NN0X000001, 6096715346- the line was provisioned as UNE-P, as requested
6. 010071NN0X000001, 6096715351- the line was provisioned as UNE-P, as requested
7. 013111NN0X000002, 7328310208- the line was provisioned as UNE-P, as requested
8. 038041NN0X000004, 7328312622- the line was provisioned as UNE-P, as requested
9. 012061NN0X010001- the TN# listed was incorrect. The correct TN# is 6096715321. Verizon received a SUP 1 to cancel this request.
10. 016061NN0X000001, 6096713329- Verizon received a SUP 1 to cancel this request
11. 016091NN0X000001, 6096715291- the account was suspended as requested
12. 016091NN0X000003, 6096715293- the account was

suspended as requested

13. 016091NN0X000004, 6096715294- the account was suspended as requested
14. 016091NN0X000005, 6096715295- the account was suspended as requested
15. 016091NN0X010002, 6096715292- the account was suspended as requested
16. 050021NN0X000002, 6096715263- the line was disconnected as requested on the LSR
17. 050031NN0X000002, 6096715258- the line was disconnected as requested on the LSR

Of the remaining 33 circuits, Verizon agrees that the following seven circuits were not provisioned as requested in the switch. The circuits were all provisioned from *one* service order, for which the RCMAC representative did not type the requested three way calling and call waiting features into the switch. The RCMAC management has reviewed this error with the representative, and stressed the importance of accurately provisioning features as requested by the customer. In addition, the RCMAC measures and monitors translation accuracy and provides feedback to their personnel on a regular basis, as detailed in our response to Exception 3.

1. 010071NN0X010002, 6096715354
2. 010071NN0X010002, 6096715356
3. 010071NN0X010002, 6096715357
4. 010071NN0X010002, 6096715359
5. 010071NN0X010002, 6096715360
6. 010071NN0X010002, 6096715362
7. 010071NN0X010002, 6096715363

The remaining 26 circuits were not provisioned as requested due to TISOC related errors made when issuing the service orders. The Team Leaders have since had contacts with each of their representatives accountable for these errors.

Since October 9th, Verizon has instituted numerous remedial improvements based on our recognition of the need for additional accuracy improvements.

- A weekly analysis of several hundred random service orders is performed to ensure service order accuracy. The results are used to generate a service accuracy report, which measures the metric for service order accuracy and summarizes the errors made by category. This report is then distributed to the TISOC management to develop their representatives who have made errors, and to provide continuation training on office wide issues that have been identified from the analysis.
- Verizon has lengthened the initial and continuation training classes provided to our representatives. This allows for more in depth training on a broad scope of material, which Verizon believes will reduce service order errors.
- The TISOC also emphasizes accuracy to the entire office through additional forms of communication such as electronic banner boards, E-mail alerts, updates to their local web site, overhead paging, and team huddles.

As a result of these corrective actions, Verizon has seen a significant

improvement in quality over the last four weeks.

Based on the above, Verizon believes that substantial improvements have been made in the TISOC in the area of service order accuracy.